Interoffice Memorandum

February 13, 2023

TO: Mayor Jerry L. Demings
            -AND-
            County Commissioners

FROM: Carrie Mathes, CFCM, NIGP-CPP, CPPO, C.P.M, Manager II,
            Procurement Division

CONTACT: Kimberly Buffkin, Assistant Chief, Fire Rescue Department
              407-836-9004

SUBJECT: Approval of Purchase Order M110284, Purchase of Software Support and Annual Maintenance for Fire Rescue 911 Dispatch and Records Management

ACTION REQUESTED:

Approval of Purchase Order M110284, Purchase of Software Support and Annual Maintenance for Fire Rescue 911 Dispatch and Records Management System, with Tritech Software Systems, Inc., in the amount of $259,688.05.

PROCUREMENT:

This purchase order will procure proprietary software support and maintenance for the 911 Dispatch and Records Management System for the period of April 16, 2023 through April 15, 2024.

FUNDING:

Funding is available in account number 0001-031-0506-3192.

APPROVALS:

The Information Systems and Services Division concurs with this recommendation.

REMARKS:

The County originally installed the Tiburon software system in 1998. A master agreement was executed with Tiburon in April 2009 to continue system maintenance services, which enable fire rescue services to the citizens of Orange County. Tiburon changed their name to Tritech Software Systems, Inc. on February 8, 2019 and now is known as Tritech Software Systems, Inc.

The current system handles, in real-time, a minimum of 200,000 incidents per year, 600 calls per day, 35 computer-aided dispatch workstations, and the tracking and automatic location of 200 vehicles with a call load capacity of at least 108 per hour.

In addition to the dispatch system, there are many software dependencies that are in use and critical to the County, such as EMSPro and FirstWatch.

The Information Systems and Services Division has verified that Tritech Software Systems, Inc. continues to be the sole vendor authorized to provide application software maintenance and support for its products. There are no authorized resellers that provide support and maintenance for the Tritech Software Systems, Inc. software.

Tritech Software Systems, Inc.'s agreement for maintenance and extended services indicated their annual adjustments may be increased by a maximum 5%. Industry standard for annual increases range from 3-5%. Tritech Software Systems, Inc. requested a 5% increase. Price reasonableness has also been determined by comparing pricing from the Seminole County Board of County Commissioners and Brevard County Clerk of the Circuit Court that require software and support for CentralSquare applications and/or agencies that require support for similar computer-aided dispatch and records management systems. The degree of customization in software impacts the overall price.